

Pipeline To God Counseling Services
Client Rights and Grievances

The rights of clients for each program shall include, at a minimum, the following:

1. The right to be treated with consideration and respect for personal dignity, autonomy and privacy
2. The right to receive services in the least restrictive, feasible environment
3. The right to be informed of one's own condition
4. The right to be informed of available program services
5. The right to give consent or to refuse any service
6. The right to participate in the development, review and revision, of ones owns individualized treatment plan, and receive a copy of it
7. The right to freedom from unnecessary physical restraint or seclusion
8. The right to be informed, and the right to refuse any unusual or hazardous treatment procedures
9. The right to be advised and the right to refuse observation by others and by techniques such as one-way mirrors, tape recorders, video recorders, television, movies or photographs
10. The right to consult with an independent specialist or legal counsel at one's own expense
11. The right of confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations.
12. The right to have access to one's own client record in accordance with program procedures
13. The right to be informed of the reason for terminating participation in a program
14. The right to be informed of the reason for denial of a service
15. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, socio-economic status, disability or HIV infection, whether asymptomatic or symptomatic, or AIDS
16. The right to know the cost of services, if applicable
17. The right to be informed of all client rights
18. The right to exercise one's own rights without reprisal
19. The right to file a grievance in accordance with program procedures
20. The right to have oral and written instructions concerning the procedure for filing a grievance

Client Grievance

Any client who feels his/her rights have been violated in any aspect of the agency's program may use this procedure. Any client has the right to file a grievance regarding any service related issue, including access to care, quality of care, billing issues, or type and amount of care provided. The agency's Client's Rights Officer is:

Kathy J. Allen
23611 Chagrin Blvd Suite 120
216-360-9343

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Filing a grievance within Pipeline Counseling Services

The grievance may be filed at any time, must be in writing, and must include the following information:

- a. Date of incident
- b. Approximate time of incident
- c. Description of incident
- d. Names of individuals involved in the incident/situation being grieved
- e. Grievance must be dated and signed by the client or the individual who is filing the grievance on behalf of the client

Upon receipt of client's written grievance, the agency will provide the client within three working days of receiving the grievance, written acknowledgment that includes:

- f. The date the grievance was received
- g. A summary of the grievance
- h. An overview of the grievance investigation process
- i. A timetable for completing the investigation and notification of the resolution
- j. The contact person's name, address and telephone number

During the grievance period, the client will continue to receive services without reprisal. The Board will review the grievance, and must render a decision with 20 calendar days of receipt. Any exceptions that cause this time period to be extended will be documented in the grievance file and written notification will be given to the client or persons filing grievances on the client's behalf.

If the grievance outcome is not to the client's satisfaction, he/she may submit an appeal to the Pipeline To God Advisory Board within five calendar days of the QIT's decision. The Advisory Board must render a decision within ten working days. If after the appeal, the aggrieved client is not satisfied, the Advisory Board must advise him/her the right to file a grievance with an outside organization.

Filing a grievance with outside agencies

The client has the option, at any time, to file a grievance with an outside organization, including: The Ohio Department of Mental Health, The ADAMHS Board of Cuyahoga County, Ohio Legal Rights Service, or the Office of Civil Rights.

Outside Agency Grievance List

Client Rights Officer
Cuyahoga County Community
Mental Health Board
1400 West 25th Street
Cleveland, OH 44113
(216) 241-3400

Ohio Legal Rights Service
50 W. Broad St – Suite 1400
Columbus, OH 43215-2999
(800) 282-9181
(614) 466-7264

Office for Civil Rights
U.S Dept of Health/Human Services
233 N. Michigan Ave, Suite 240
Chicago, IL 60601
Voice Phone: (312) 886-1807
TDD: (312) 353-5693